



HUMAN RESOURCE MANAGEMENT

"Creative and Design Thinkers"

COURSE FINAL OUTPUT - MGT1106
PREPRINT
OPEN ACCESS

JANUARY - MAY 2023

Human Resource Manpower Plan for Angel's Burger

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Overview of the Business

The Angel's Burger franchise's first shop was first built on 1997 by Vicky and Joseph Mojica with a capital of 20,000 PHP where it was not successful but after some years and an investment of approximately 500,000 PHP, the business started to become official (Baluyos, 2022)ⁱ. Angel's Burger is a famous food kiosk in the Philippines selling burgers, sandwiches, and drinks with infamous promos [Buy 1, Take 1] that are affordable to the masses. They are partners with large corporations such as San Miguel Pure Foods - Great Food Solutions, Inc. [GFS] (Invest Social, 2021)ⁱⁱ.

Vision

[To] conduct all of our business affairs in an ethical manner, and we will hire only the most qualified employees. The company's profitability and social responsibility will continue to grow, and we will provide career advancement opportunities to any willing member of our organization.

Mission

[Angel's Burger aims] to prepare and sell quick service food in a manner that is more accurate, timely, courteous, and in a cleaner environment than our competitors in order to meet the needs of our guests.

2. Introduction

The Filipino culture will always be encompassed with the concept of bayanihan, or the concept of the citizens working together to reach a certain goal or to simply help others out of good intentions, often regarded as "ordinary people turned heroes" for a unified effort to reach a goal (Menguin, n.d.)ⁱⁱⁱ. Human resources also revolves around this infamous Filipino character but undeniably with business involved. The people who are in the same field work together to reach that success and objectives that have set for themselves. In any starting business, this is a core aim where people are critically needed as the "drivers" of the business, much as they are "drivers" of the world (Julian, 2009)^{iv}. The manpower needed in every aspect of work should

be maximized for the tasks to be delegated accordingly and every detail to be overlooked. But human resource practices in the Philippines could have a hard time acquitting to traditional practices and core characters of the citizens. It is no different for Angel's Burger since it has become a big business with piles of corporate work and stock payments to banks (BDO Unibank, 2012)^v.

As stated, Philippine corporations still adhere to strong, traditional, bureaucratic personnel management functions (recruitment, selection, record-keeping, etc.) despite its advantages (Roman, 1997)^{vi}. It had also brought about changes in human resource management practices since the market is also continuously globalizing. Multicultural organizations have tons of technological advancements. These advancements could be multidimensional, it could have purely scientific influences, or some are influenced by culture (Hassi & Storti, 2012)^{vii}. Burgers are originally from America but since globalization's cultural aspect also brought the trend to the country, the products from Angel's Burger had escalated to the public market rapidly as well. Human resource had been demanding but cultural core values of the Filipinos despite the irony of promoting a globalized foreign product is reflected, where worker's reviews can be summarized into "long hours, hot workplace, exhausting" but are countered with "but co-workers are nice, crew is helpful, friendly supervisors (Indeed Company Reviews, 2019)^{viii}; a typical Filipino characteristic of being generally 'nice and sociable' (Selmer & De Leon, 2001)^{ix}.

The subject of this paper revolves around a human resource manpower plan with a context of how the Filipinos would remain in their traditional and cultural core values working together and described as efficient (Cullimore, 2021)^x despite promoting a foreign product but owned by fellow countrymen, in a workplace where also locals are colleagues and the local citizens are top customers; influenced by the advantages and disadvantages of the work [low salary for longer hours and uncomfortable working environment i.e. hot workplace due to a small space for cooking] but are still adhering to the same behavior brought by Filipino core values. The paper also adds on how the bureaucratic regime in human resource management practices in the Philippines still prevail, especially in these quickly-trending products that remain in-demand to the marker.

The focus of the study is to assess how the employees of Angel's Burgers express their workplace situation, with the aim of examining whether they centralize on the Filipino traditional values despite a very uncomfortable situation, much like in a structure of a primary disadvantage followed by refute [i.e. exhausting, BUT nice co-workers] even when the two different statements evidently does not show relevance at all. The study also assesses whether this instance is widespread among Angel's Burger branches.

The purpose of this paper shall respond to the following queries:

1. How does Angel's Burger manage human resources? Is there a bureaucratic regime in the business' systems as claimed to still be prevailing? Is the human resource management practice smooth or are there discrepancies?
2. Do the traditional Filipino cultures still reflect to the manpower practices or plans of Angel's Burger employees? Do the employees jeopardize their disadvantageous statements with their work with value-reflected advantageous statements?
3. What is Angel's Burger's nature of human resource management given the business form of ownership?
4. How is the human resources manpower plan for Angel's Burger Franchise fitted with various SDGs?

Staffing Management

This part contains information on several aspects that should aim to attract, retain and develop a talented and engaged workforce that is aligned with the company's goals and values. With the success of their franchise, the following below are given to ensure that their workforce is adequately managed, and their needs are met.

The following operational human resource activities are illustrated in this section:

A. Staff Acquisition or Recruitment and Selection

As per Sherrer (2023)^{xi}, the goal of staff acquisition or recruitment and selection is to identify and hire the most qualified candidate who has the skills, knowledge, and abilities to

successfully perform the job and contribute to the organization's success. The company should develop a recruitment strategy that can effectively reach out to potential candidates who possess the necessary qualifications. Given the traditional bureaucratic personnel management functions prevalent in the Philippines, Angel's Burger may need to consider using various recruitment channels, including social media, job portals, referrals, and walk-ins to attract a diverse pool of applicants. The selection process should also be designed to ensure that the company hires the best candidates. The hiring team should establish a set of criteria and assessment methods that are aligned with the job requirements. According to Content Team (2023)^{xii} this could include initial screenings, skills tests, interviews, and reference checks. Furthermore, Angel's Burger should ensure that the selection process is objective, fair, and transparent to avoid any biases or discrimination.

B. Resource Calendars

WATSONVILLE V21/22/23/24 - 1st Half - FEBRUARY 2023

NAME: Angel's

RANCH: MAX-10 MACALILING

DATE: 17-28-23

ITEMS	STARTING	DELIVERY	WASTE	LAST STOCK	SALES	PRICE	SALES
Buns	463			251	212	5.00	1060
Buns	37			15	22	5.00	110
Hot	71			10	21	12.00	252
Hot	458			272	186	15.00	2790
Dog	71			10	21	44.00	924
ing. Chiz	20			18	2	65.00	130
ori Patty						22.50	
ese	376			142	134	5.00	670
icon	12			9	3	25.00	75
esey HD	20				20	13.50	270
ig	72			34	38	15.00	570
lmeral	82			13	29	16.00	464
ed Tea						35.00	
1. Dew PET	151			112	39	22.00	858
epsi PET						22.00	
Up PET						22.00	
Alirinda PET						22.00	
ootbeer PET						22.00	
ropicana PET						22.00	
iting PET						22.00	
atorade PET						22.00	

CONDIMENTS	STARTING	CLOSING	CASH BREAKDOWN	TOTAL SALES
Mayonnaise	1/2	1/4	1000 x = P	8,290.00
Catsup	1	1/2	500 x = P	
Hot Sauce	1/2	1/4	200 x = P	
Oil	1/2	1/4	100 x 3 = P 300	
LPG	STARTING	CLOSING	50 x = P	EXPENSES Crown's salary - 852 - 3245 = 3708
Full	2	2	20 x = P	
Empty	1	1	COINS: = P 8	

TO AY PATUNAY NA LAHAT NG DETALYE AT PERA NA NAKASAD SA REPORT NA ITO AY WASTO AT KUMPLETO

UAKO ARA

OUTGOING CREW INCOMING CREW

CASH ON HAND P 708.00

WRITE THE SERIAL NUMBERS AT THE BACK

***Do not write below this line

COMMISSION 8% SHORT

Resource calendars in staffing management should be created to schedule and allocate staff resources for different projects or tasks (Andriotis, 2018)^{xiii} Angel's Burger consider creating a comprehensive plan for scheduling its employees. This include a list of all employees, their job positions, and the dates and times they are scheduled to work. The resource calendar also indicate any leave requests, such as vacation time or sick leave, as well as any upcoming events or holidays that may affect the availability of employees. By having a well-planned resource calendar, Angel's Burger ensure that it has sufficient staff available to meet the demands of the business, while also providing adequate rest and leave periods for its employees According to Turner (2022)^{xiv}, this had help reduce the risk of overworking employees, which leads to burnout and decreased productivity It is also important to have their regularly update and communicate the resource calendar to all employees in ensuring that they are aware of their schedules and any changes that may arise.

C. Training and Talent Management

Talent management is an ongoing approach that includes finding and keeping good employees, improving their skills, and constantly motivating them to do better work. (Valamis, 2023)^{xv} While Training is an essential component of the personnel role. It refers to enhancing a person's capacity to perform a certain job and contribute to organizational goals. Following the selection of a candidate, managers must examine the new employee's capacity to perform the job. In other words, after an individual is hired or promoted, the next step is frequently some type of training (Sharma, 2016)^{xvi} Angel's Burger implement various training programs such as on-the-job training, classroom-style training, online training, and mentoring programs. By providing training opportunities, Angel's Burger can enhance employee skills and knowledge, increase employee satisfaction, and reduce employee turnover rates.

D. Development

Staff development is a set of methods and procedures that aid in the growth of an organization's people's knowledge, competencies, and abilities. It also increases an individual's and the university's efficacy and efficiency. Staff development is critical to the success of any university or educational institution. Staff must have relevant knowledge, skills, and competences because they are responsible for the institution's performance (teachmint@wp, 2022)^{xvii} Angel's Burger offer leadership training and mentorship programs to develop their employees' potential to lead and manage their own teams Additionally, they also provide technical training to enhance their employees' skills in their specific roles, such as cooking, customer service, or inventory management. Angel's Burger also wants to consider offering tuition reimbursement or scholarships to encourage their employees to pursue further education and training in relevant fields. As per Admin (2023)^{xviii}, investment in employee development can lead to higher job satisfaction, better performance, and increased retention rates, ultimately benefiting both the employees and the company.

E. Performance Reviews

A performance review is an official evaluation in which a manager looks at an employee's work performance, finds strengths and weaknesses, makes notes, and sets goals for the future. Performance reviews are also called performance reports and assessments. Many companies used to do performance reviews for their entire staff once a year. However, more and more companies are switching to a method where managers do reviews quarterly, monthly, or even weekly. In fact, several firms are abandoning formal performance assessments in favor of more informal management check-ins and one-on-ones (What Is a Performance Review, n.d.)^{xix} Angel's Burger performance reviews is conducted regularly to assess the employees' performance and provide feedback on their strengths and weaknesses. The review process is fair and objective, based on established criteria and expectations. In conducting performance reviews, it involves both the employee and their immediate supervisor to ensure that both parties have a clear understanding of the employee's performance and what steps can be taken to improve it.

F. Recognition and Rewards

Reward and recognition at work is a way for workers to be recognized for their efforts, whether they are important to the company or not. In a work setting where employees' contributions are recognized and appreciated in a fair and timely way, there is recognition and reward. (Joseph, 2023)^{xx} Angel's Burger implements a comprehensive employee benefits package that includes healthcare, insurance, retirement plans, and other perks. This is not only to find and keep the best employees, but also to show that the company cares about their health and long-term job growth. Moreover, they also implement a system to acknowledge and appreciate the hard work and achievements of its employees which boost their employee morale and motivation, leading to higher productivity and job satisfaction.

G. Employees and Labor Relations

Employee and labor relations are concerned with the prevention or resolution of workplace issues. Managers, supervisors, and other employees who are experiencing workplace difficulties might seek the advice of their approved Labor Relations Manager. Because both employers and employees may have issues at work, a neutral third party is

essential to arbitrate disputes. As a result, labor relations are vital to modern economic success (Orechwa, 2022)^{xxi} Angel's Burger establish clear and consistent communication channels between management and employees. This includes regular meetings, open-door policies, and opportunities for feedback and suggestions. They also ensure that employees are aware of their rights and benefits under labor laws, and that management adheres to these laws and regulations.

H. Health and Safety Risks Programs

The primary objective of workplace safety and health programs is to prevent workplace injuries, illnesses, and deaths, as well as the resulting anguish and financial hardship for workers, their families, and employers. The strategies offered are proactive in their approach to workplace safety and health management. Traditional systems are usually reactive, in the sense that problems are only addressed when a worker is injured or falls ill, a new standard or regulation is established, or an outside inspection reveals a flaw that must be corrected. These methods understand that detecting and correcting hazards before they cause harm or illness is a far more effective approach. (Occupational Safety and Health Administration, 2016)^{xxii} Angel's Burger prioritize the well-being and protection of its employees while performing their duties in the workplace. They have regular inspections and maintenance that is conducted to ensure the safety of equipment and facilities used by.

Recommendation

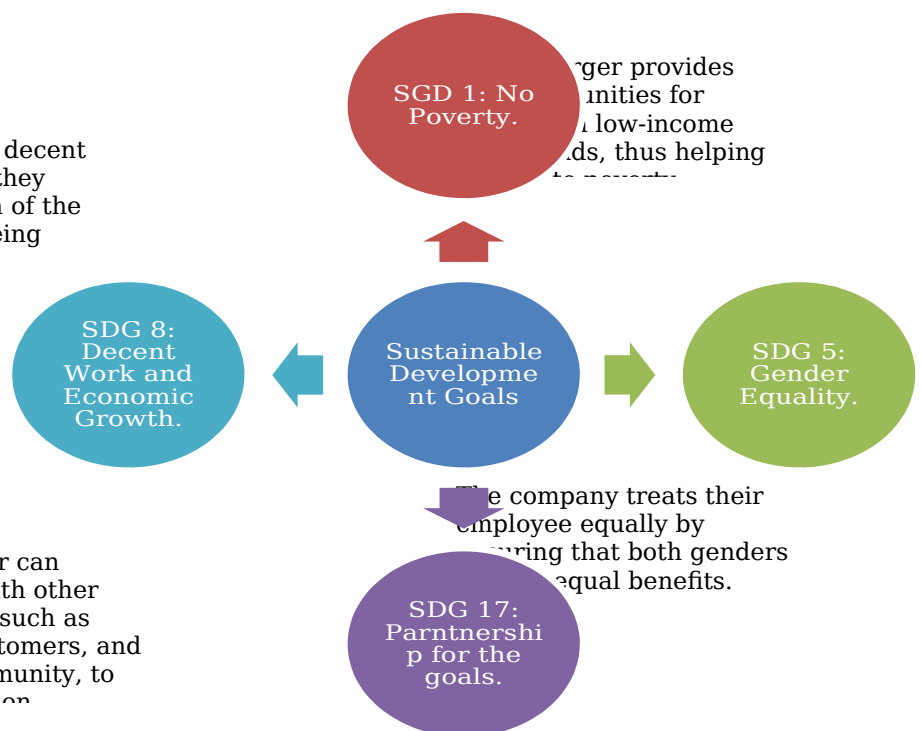
Based on the information provided about the franchise of Angel's Burger, we have seen some workforce that needs to be improve particularly in their staffing management.

1. Based on the best practices in human resource management, companies like Angel's Burger should strive to have a smooth and efficient human resource management system that aligns with the business's overall goals and objectives.
2. It is possible that traditional Filipino cultures still influence the manpower practices and plans of Angel's Burger employees, as cultural values should shape organizational culture and behavior. Moreover, Angel's Burger or its employees should determine the

- extent to which traditional Filipino cultures impact their practices.
- The business form of ownership should provide some insight into the nature of its HR management. Angel's Burger is a franchise business with multiple branches across different locations. Additionally, the franchisor should have certain HR policies and guidelines that the franchisees are required to follow.
 - Angel's Burger should implement a training and development program that emphasizes equal opportunities and non-discrimination.

Angel's burger provides decent work to employees and they contribute to the growth of the economy, rather than being idle and unemployed.

Angel's burger can collaborate with other stakeholders, such as suppliers, customers, and the local community, to achieve common goals.





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Acknowledgement

We would like to thank the business owner, Mrs. Teresa Reyes Bilbao for consenting the use of her company for our HR Manpower Plan. This final requirement for our course Human Resource Management would not have been possible without her cooperation. Also, we highly appreciate her attendance in our meeting for the interview. She intellectually answered all kinds of questions regarding this paper, in the midst of her busy schedule. We value this opportunity to communicate with her and discuss further the salient points we needed to acquire in completion of the paper. Finally, we hope that her career and company will be more blessed and successful in its long run.

Appendix A





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Appendix B

Republic of the Philippines
QUEZON CITY
Metro Manila
BUSINESS PERMITS AND LICENSING DEPARTMENT
Telephone No.: 988-4242 Loc. 8174 / 8282

PERMIT TO OPERATE

Mayors Permit No.: **22-900512**
Date Issued: **03/3/2023**

Type of Application: **RENEWAL**
Date Expires: **MARCH 3, 2024**

Official Receipt No.: **B-2023-000-002-0002917**
Period Covered: **1-4 2023**

Amount Paid: **14,542.00**
Date of Payment: **03/3/2023**

Owner's Name: **BILBAO, TERESA R.**
Business Name: **NET'S BURGER STATION**
Business Address: **1154 QUIRINO HIGHWAY KALIGAYAHAN**

Kind of Business: **RETAILER**
* SNACK ITEMS
OTHER BUSINESS AND BUSINESS WITH FIX RATES
* FREEZER

Area of Establishment: **8.00 SQM**

Total No. of Employees: Male: **1** Female: **1**

Business Type: **Sole Proprietorship**

SSS No.: **TIN: 305-106-512-000**

Requirements:

Ancillary Clearance	Clearance No.	Validity
Locational Certificate (CPDO)	C22-N-HHTP1ZUT	2022-01-25 to 2027-01-25
Fire Safety Inspection Certificate (BFPI)		
Sanitary Permit (CHD)		
Barangay Clearance (BC)		
Tourism Accreditation	NOT REQUIRED	NOT REQUIRED
Traffic Clearance (CPOG)	NOT REQUIRED	NOT REQUIRED
Environmental Clearance	FOR COMPLIANCE	FOR COMPLIANCE
Occupational Permit of employees (BPLD)		

Remarks:

- NON-TRANSFERABLE AND VALID ONLY WITH CORRESPONDING OFFICIAL RECEIPTS SHOWING PAYMENT OF PERMIT FEES AND CITY TAXES. ERASURE/ALTERATIONS WILL INVALIDATE THIS PERMIT.
- FAILURE TO RENEW THIS BUSINESS PERMIT/LICENSE WITHIN THE PRESCRIBED PERIOD SHALL SUBJECT THE TAXPAYER TO A TWENTY-FIVE PERCENT (25%) SURCHARGE OF THE PERMIT FEE.
- THIS PERMIT SHALL BE POSTED CONSPICUOUSLY AT THE PLACE OF BUSINESS AND SHALL BE PRESENTED AND/OR SURRENDERED TO CONCERNED AUTHORITIES UPON DEMAND.
- SURRENDER THIS PERMIT WITHIN 20 DAYS UPON CLOSURE OF BUSINESS TO AVOID PENALTY. SUBJECT TO COMPLIANCE TO ORDINANCES RELATED TO CONDUCT OF BUSINESS.

NO. AN. 267290

ANY ERASURE/ALTERATION WILL INVALIDATE THIS PERMIT

For and by the Authority of the City Mayor:
MA. JOSEFINA G. BELMONTE

MA. MARGARITA T. SANTOS
City Government Department Head III

Printed by: RUTH ANGELICA EDILLOR

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Appendix C Consent Form

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FAR EASTERN UNIVERSITY
Institute of Accounts, Business and Finance
Business Administration Department



Business Owner-Participant Consent Form

Title of the Project: **HR Manpower Plan**

- I Teresa Reyes Bilbao agree to participate in the interviews.
- I understand that even if I agree to participate now, I can withdraw at any time or refuse to answer any question without any consequences of any kind.
- I have had the purpose and nature of the study explained to me by the concern students and I have had the opportunity to ask questions about the study.
- I understand that participation involves providing data and information necessary for the students to comply with their IIR Manpower Plan Paper, a course requirement equivalent to Final Examination under the course Human Resource Management - MGT 1106.
- I understand that I will not benefit directly from participating in this interview.
- I agree to my interview being audio-recorded and/or pen and paper recorded.
- I understand that all information I provide for this study will be treated under the legal provision of Data Privacy Act of the Philippines.
- I understand that in any report on the results of this academic paper my identity will remain anonymous. This may be done by changing my name and disguising any details of my interview which may reveal my identity or the identity of the people I speak about.
- I understand that any material data or information from my interview may be quoted in dissertation, thesis, conference presentation, published papers etc.
- I understand that signed consent forms, original audio recordings and written recordings will be retained in physical and online storage facilities such as websites and internet archives.
- I understand that under freedom of information I am entitled to access the information I have provided at any time while it is in storage as specified above.
- I understand that I am free to contact any of the students involved in the interview to seek further clarification and information.

Name and signature of business-owner participant: _____

Date: April 24, 2023

Names and signatures of students:

1. Lopez, Kristin Dane B

2. _____

3. Sto. Domingo, Elejah Jen A.

4. _____

5. Requiz, Marvin D.

Date: April 24, 2023

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%20are%20more%20than,help%20move%20their%20organizations
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